

PAGECENTER GENERAL FAQS

Access & Login

What is PageCenter and how can I access it?

PageCenter is a web-based report repository used by schools, employers and other Pennsylvania Higher Education Assistance Agency (PHEAA) business partners to access reports, called Pagesets, via a secure web server. PageCenter allows authorized users to view, print and save Pagesets, as well as email information, or convert it in to an alternative format. To access PageCenter, select the “View Reports” radio button on the Alec Application Selection menu. Postsecondary institutions can also access PageCenter via a link on the landing page of the Alec School Portal. If you do not have access to Alec or PageCenter, please contact us at 1.800.443.0646.

What is PageCenter used for?

PageCenter is a secure means to provide confidential Non-Public Personal Information (e.g., Social Security numbers, etc.) to authorized users. How PageCenter is used will depend upon the intentions of the user. For example, a postsecondary school could access a program’s Application Certification and Status Listing to view and print student eligibility data for the purpose of returning the program certification information to PHEAA. An employer could log into PageCenter to view a disbursement report for the State Work-Study Program.

What should I expect to see when I log in?

When logging in to PageCenter, you will enter the mailbox appropriate to your access and be presented with a list of Pageset groupings, referred to as the Application List. Users with access to multiple mailboxes will need to first select a mailbox before the Application List will display. Select the appropriate application from the list to view the desired Pagesets (reports).

The screenshot shows the PageCenter web interface. A red callout box labeled "PageCenter Toolbar" points to the top navigation bar containing links like "Return", "Refresh", "Top", "Page Up", "Page Down", "Bottom", "History", "Indexes", "Datasets", "Confirm", "Masking", and "Clear Masks". Another red callout box labeled "Mailbox & Application Labels" points to the "Mailbox: PHEAA" and "Application: GRANTS" section. A third red callout box labeled "Application List" points to a table of reports.

	PDF	LINE	LINE	LINE	LINE	LINE	LINE												
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>												
	BOBO	ECFGXRC120	ECFGXRC20	ECFGXRC2201	Q11DGBR	Q12USHR	Q13DGBR												
	DISBURSEMENT ROSTER	2015 <50% ATTENDING STATUS REPORT	2017 <50% ATTENDING STATUS REPORT	2016 <50% ATTENDING STATUS REPORT	2011-12 RECON DISBURSEMENT	2012-13 RECON DISBURSEMENT	2013-14 RECON DISBURSEMENT												
	2018-01-11 15:55	2018-01-20 00:16	2018-01-20 00:10	2018-01-20 00:16	2013-05-20 21:45	2013-04-16 21:52	2014-08-27 21:40												
	181820	475	59	296	20054	27131	24200												
	UNKNOWN	8	1	5	524	488	400												
	New	New	New	New	New	New	New												
	ARCHIVE	ARCHIVE	ARCHIVE	ARCHIVE	VAULT-2	VAULT T-2	VAULT-2												
	0000	0000	0000	0000	0000	0000	0000												

Locating Reports

Which programs have reports generating to PageCenter?

PageCenter houses a number of reports for secondary and postsecondary institutions as well as for lenders, employers and other Agency stakeholders. Availability for these reports will depend on institutional and individual user access as requested via Business Partner Access Management System (BPAMS). You can find a list of State Grant and Special Programs (SGSP) reports for postsecondary institutions in the SGSP PageCenter Report Overview document, located in the General Resources section of the [PHEAA.org State Grant and Special Programs Resources page](#).

What kinds of reports are available in PageCenter?

PageCenter displays several types of Pagesets, which are indicated by the icon displayed to the left of each Pageset. The green "LINE" icon **LINE** indicates a text Pageset which is typically the format used for rosters and listings. The pink "AFP" icon **AFP** indicates an AFP Pageset, generally used for forms, letters and certain other reports (e.g., Year-End Reports, etc.). You may also see icons display for Excel spreadsheets, PDFs or Microsoft Word documents.

How will I know if a report has been generated to PageCenter?

PageCenter provides the option for users to request notification each time a new Pageset is generated. We recommend requesting notification for Pagesets which are infrequently generated (e.g., disbursement rosters, etc.). Users should keep in mind that some programs (e.g., PATH and Chafee) will automatically send notifications to the program contact(s) when funds are disbursed and rosters are generated to PageCenter.

To begin receiving or discontinue Pageset email notifications, submit the following information to the appropriate State Grant and Special Programs [email account](#).

User Name(s)
OE School Code (Federal School Code) or Employer Identification Number (EIN)
User ID (CG Number, PT Number, or EM Number)
Email Address
Report Name(s) (Pagesets)
Request Type (Add/Remove)

In what order are the reports stored and how can I easily find the report I'm looking for?

Reports are sorted in alphabetical order by the Pageset name within each application. You can use the Masking function to filter the Pagesets by the date that the Pageset was last generated, the description of the Pageset, or a combination of the two criteria. A document explaining how to use PageCenter Masking functions is available in the General Resources section of the [PHEAA.org State Grant and Special Programs Resources page](#).

Managing Data

I clicked on the report link and received a message that says "a RESTORE is needed." How can I gain access to the report?

If you are attempting to open a document and you receive the message "Invalid Action - Pageset is in the Vault," this means the file status has changed over time to a vaulted status and a restore to archive is needed. To restore the document, check the box next to the Pageset name and click "History" in the toolbar. Then, from this display, check the box next to the desired Pageset and click "Restore" on the toolbar. Click "Restore" from the final display to complete the process.

Documents in a "VAULT-2" status must be restored by PHEAA staff. Restored documents will only be available until the close of business. More information on document restoration is available in the PageCenter Restore Instructions, available in the General Resources section of the [PHEAA.org State Grant and Special Programs Resources page](#).

How can I find previously generated versions of a document?

To view a previous version of a document, check the box next to the Pageset name and click "History" in the toolbar. If older versions of a document are available, they will be displayed. Historical documents may need to be restored before they are available to be viewed.

How can I export the Line report data from PageCenter?

Pagesets can be printed from PageCenter or converted into text, bitmap, Microsoft Word, or Excel formats. Conversion allows the data to be manually manipulated. For example, the Attempted Credits Report can be converted to Excel so that an institution can track and update students who still require reporting or an ACSL can be converted to Word so that the certification fields may be completed. Conversion instructions are available in the in the General Resources section of the [PHEAA.org State Grant and Special Programs Resources page](#).

For additional assistance with PageCenter, please contact State Grant and Special Programs staff at **1.800.443.0646**.